

# DEPARTMENT OF ALCOHOL AND DRUG PROGRAMS

## POSITION DUTY STATEMENT

Name:	Division: Information Management Services Division
Classification: Information Systems Technician	Working Title: Technical Support
Position Number: 798-443-1360-900	Collective Bargaining Unit/ID: 1
Effective Date:	Conflict of Interest Category:

1) Supervision Received: Under the direct supervision of the Systems Software Specialist (Supervisor) performs desktop support functions. May sometimes work with lead staff at the Staff Information Systems Analyst (Specialist) level.

2) Supervision Exercised: None

3) Physical Demands: The duties require the incumbent to visually inspect hardware and software; deliver and install hardware which requires lifting of up to 50 pounds; bend, stoop, kneel, and crawl when connecting cabling; push and/or pull carts carrying the hardware thus weighing up to 50 pounds; use a keyboard and mouse; walk and carry computer peripherals; grasp and handle paper and small objects such as cables; install toner and other printer necessities; work and negotiate in confined space such as wiring closets; and stand or sit for prolonged periods of time.

4) Job Description: (Please indicate the percentage and description in the tables provided below)

### ESSENTIAL FUNCTIONS

%	Job Description
<b>70</b>	Respond to Remedy requests for desktop support. Visit customers' desks to correct simple hardware problems and/or instruct in most simple problem solving with software. Approach customers with a positive attitude and offer quality customer service. Troubleshoot customer problems and correct. Determine when necessary to escalate to staff with additional expertise. Update Remedy system with resolution of ticket.
<b>10</b>	Move personal computers and peripherals as necessary when a staff member changes locations. Remove from original location; move to new location, install at new location.
<b>5</b>	Replace equipment. Under the leadership of the network administration staff, remove used computers and/or peripherals, cabling, and connectors and replace with new equipment in compliance with the normal replacement schedules, or as needed when equipment fails. Survey old Equipment
<b>5</b>	Install software. Respond to requests for new software when requested. Ensure the software is on the approved list for ADP; check with lead staff to ensure that installing will not violate license. Re-image

### SIGNATURES

<p>I have read and discussed these duties with my supervisor:</p>   <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> <span>Employee's Signature</span> <span>Date</span> </div> <p>Position classification approved:</p>  <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> <span>Personnel Analyst</span> <span>Date</span> </div>	<p>I certify that the above accurately represents the duties of the position:</p>   <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> <span>Supervisor's Signature</span> <span>Date</span> </div>
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**ESSENTIAL FUNCTIONS**

<b>%</b>	<b>Job Description</b>
<b>5</b>	computers as directed by lead staff. Enter Remedy job tickets in the system. Review service requests and telephone call information and enter information in the tracking system.

**NON-ESSENTIAL FUNCTIONS**

<b>%</b>	<b>Job Description</b>
<b>5</b>	Other technical support duties as necessary.